



SAFE WORK **PLAYBOOK**

A GUIDE FOR COVID-19 PANDEMIC PREPAREDNESS
AND RESPONSE





Don's Appliances Headquarters in Pittsburgh, PA

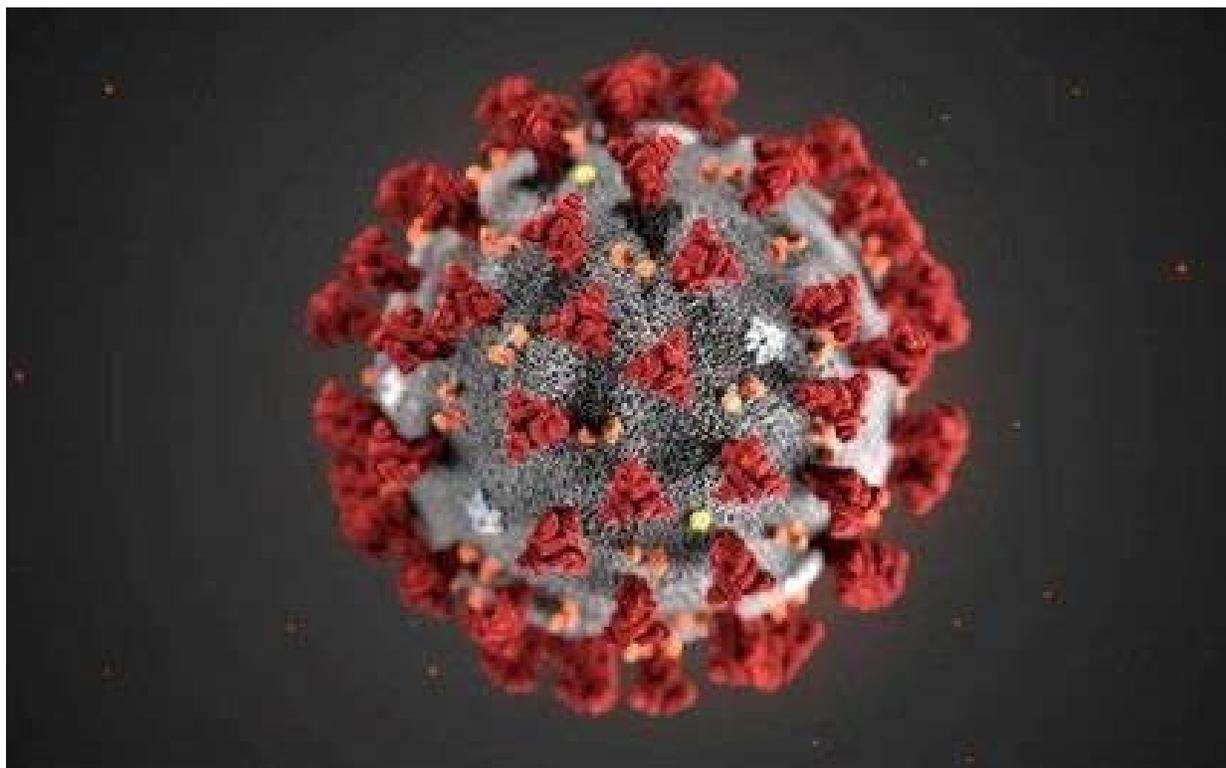
A NOTE TO ALL READERS

The information contained in the Don's Appliances Safe Work Playback represents Don's Appliances' current practices regarding the recommended operation of its warehouses, showrooms and office (Headquarter locations, where and when permitted by law, during this time of the unprecedented COVID-19 pandemic. The health and safety of our team members and customers is our number one priority, and our hope in sharing this information is that it may be of assistance to others. Information is changing daily, and we will continue to monitor the situation and update our procedures as such. Please be advised that some or all of the information contained in these documents may not be applicable to other businesses or places of work. We strongly recommend that before implementing any of the ideas contained herein you carefully evaluate, and consult with outside legal counsel as appropriate, the legality,

applicability and potential efficacy of this information in your place of business. Please also note that this is a “living” document that may be updated at any time by Don’s Appliances given the fluidity of this situation.

The Safe Work Playbook provides general recommendations for use in all Don’s Appliances locations. Because there may be circumstances unique to a location, there may be some cases in which a Don’s Appliances must adapt the recommendations of the Playbook to address that location’s specific requirements. Such exceptions must be authorized by senior management. Additionally, all locations must comply with all applicable laws meaning that if there is a conflict between the recommendations in the Safe Work Playbook and the applicable law, the location must follow the applicable law. We keep a watchful eye on government guidelines and prepare for changes as needed.

-Nicole Laudato, Director of Human Resources



COVID-19

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READ FIRST

UPDATED STRATEGIES AND RECOMMENDATIONS

1. All team members who clock in and out should use the Paylocity mobile app. Not a community time clock.
 2. **If you are sick, stay HOME-** Contact your direct supervisor via phone, then Human Resources.
 3. All team members who have returned to work need to acknowledge their position protocols.
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4. Electronic Submission of EFMLA, COVID-19 Symptom Checks, Mobile Clock in and out are updates to existing paper submissions
 5. All non exempt team members will be asked 4 healthscreen questions before clocking in.
 6. Exempt team members need to utilize a symptom self tracker BEFORE they come into work.
 7. All team members are directed to the CDC.GOV Symptom tracker.

UPDATE: AUGUST 1, 2020

Return to work and Punch Attestations

Dear Don's Team Members:

As we enter into the summer seasons, we wanted to outline some important information in regards to changes you'll notice effective immediately. With the unsure landscape of COVID-19, we are still enforcing all of our mask policies. Delivery and Service calls are still to be handled as no contact. The safety of our entire team is of the utmost importance. During a meeting this morning, Ray, the COO of the company put it this way, "consider the mask to be your solution".

We all have to take our own health concerns into consideration and we are all responsible for following the established rules outlined by the CDC, Local and Federal Government. You are required to wear a mask as outlined in the policy revision dated, June 29, 2020. If you are medically unable to do so, you will be required to begin an interactive conversation with Human Resources.

Effective today, July 2, 2020, all team members will be asked 4 COVID-19 health questions before clocking in. If you answer **YES** to any of the questions, you will be directed to return to your vehicle and to contact your direct supervisor for further instruction. NOTE: This does not mean you're being sent home for the day, rather further explanation is needed and Human Resources may need to talk to you. If you are teleworking, you may continue to work, but you will be required to fill out the same required paperwork.

TRAVELING ON VACATION

While we're entering traveling season, it is your responsibility to ensure that you are taking all of the necessary precautions outlined by the CDC, including reconsidering travel to high risk areas. Upon returning from vacation, all team members should check their temperature every day to ensure they are not symptomatic.

Please continue to follow the www.pa.gov website and the www.CDC.GOV recommendations for social distancing, masks, etc.

UPDATE: June 29, 2020

Face mask policy update

The CDC continues to recommend that you cover your mouth and nose with a cloth face covering around others. We are revising the policy in regard to face coverings for the entire company. There has been an increase of cases in the state and we are tightening up our face mask policy. Allegheny county has had its highest reported confirmed cases to date. All team members will be required to acknowledge the update on Paylocity. Please note, we are following the governor's recommendations and staying up to date with everything we should be doing as an employer. We are aware that policies change daily and we're doing our part to ensure that we're able to stay safe and open for business.

CDC Recommendations

- **Cover your mouth and nose with a cloth face cover when around others**
- **You could spread COVID-19 to others even if you do not feel sick.**
- Everyone should wear a cloth face cover when they have to go out in public, for example to the grocery store or to pick up other necessities.
- Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance. If you need a reasonable accommodation, you must contact Human Resources to start an interactive dialog.
- The cloth face cover is meant to protect other people in case you are infected.
- Do NOT use a facemask meant for a healthcare worker.
- Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.

Wear a mask when:

- Interacting with customers/clients. Installation Technicians, Sales Associates, Service Technicians- any customer facing team members must follow their position specific requirements. Contact your direct supervisor if you have any questions about what is expected of you.
- Walking around ANY of our locations
- In meetings
- In vehicles with other team members

Not required when:

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- Warehouses: when working independently over 6 feet away from someone.
 - Office areas: when in your office or at your work stations alone or six feet away from someone. You are not required to wear masks at those times. The moment you get up and go somewhere, you MUST put your mask back on.

Social Restrictions and Cleaning Protocols

- Maintain social distancing protocols
- The moment you are engaging in conversation with anyone, or in a meeting with someone, wear your mask if you are closer than 6 feet away.
- Maintain all CDC recommended cleaning protocols.

Pandemic Response Team

About:

The Pandemic Response Team (PRT) is a cross-functional team lead by Senior Management in the following categories/examples:

Senior Management (Owners, COO, VP of Finance, Human Resources): Overall responsibility for the company's pandemic preparedness & response plan, coordinating and aligning with all and the COVID-19 Crisis Team.

Team Member Access Control Lead- Works with each location to manage social distancing logistics in regards to arriving and departing shifts, as well as visitors (such as customers). Will further support the Virus Prevention & Protocol leader by providing site-specific options regarding social distancing within our locations, including potential mitigation measures to manage the risk of team members required to work < 2 feet from others.

Virus Prevention & Protocols Lead - Works to develop protocols to ensure the wellness of all team members, and the overall pandemic preparedness and response plan, ensuring alignment with all locations and the COVID-19 Crisis Team.

Sanitization & Disinfection Lead - Works to manage daily and periodic disinfection logistics, including routine and deep cleaning, disinfection processes, in accordance with the protocols set up by the Virus Prevention & Protocol leader. Drives process continual improvement and ensure 100% compliance of Don's Appliances' disinfection protocol, and any approved regional or location variations.

PPE & Materials Lead - Works to secure all necessary supplies to implement and sustain the pandemic preparedness & response plan, including direct procurement by the company, as well as coordination with Don's

Appliances Procurement related to accessing centrally located supplies or leveraging supplies from other Don's Appliances locations.

PANDEMIC RESPONSE TEAM

DETAILS:

- The PRT should start to meet daily once established
- Leverage Safety Committee Members for assistance
- Work with all locations to ensure they are following protocol.

PREVENTATIVE MATERIAL INVENTORY



DETAILS:

- Confirm operation has an adequate supply of soap, disinfection, hand sanitizer, paper towels, and tissues
- Confirm stock of face masks, face shields, gloves, and glasses on-site and on-order with proper lead time
- Have “touchless” thermometers on-site for team member screening or instruct team member to bring their own thermometers for self-check

DISINFECTANT SUPPLIES:

- Confirm operation has an adequate supply of soap, disinfection spray, hand gel, paper towels, and tissue, when and where available.
 - All locations should keep a minimum quantity of 30-day supply of disinfectant supplies, if possible.
 - Disinfection products should be inventoried and monitored.
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DISINFECTION MEASURES



- Disinfect locations prior to anyone returning to work.
- Replace HVAC air filters or clean/disinfect if applicable
- Implement the General Disinfection Measures; the cleaning steps outlined should be taken routinely, based on frequency mentioned to disinfect workplace surfaces, chairs, tables, etc. and protect team members.

The goal is to establish a sanitary baseline for when our locations re-open. The locations should be 100% disinfected prior to anyone returning to work.

Take unique site-specific circumstances into consideration when sanitizing and disinfecting.

Team members should sanitize and disinfect all areas of our locations with special attention to:

- Tools
- Workstations and equipment
- Restrooms
- Breakrooms
- Lockers
- Common high touch surface areas
- Computer screens and keyboards
- Surface Pros, Cellphones

In the event of a shutdown deep cleaning. Tight controls will be put in place on who enters and exits the site during the cleaning shutdown:

- Security
- Sanitization Vendors
- PRT team members, as needed.

General Disinfection Measures:

- This checklist should be implemented in all of our locations to reduce the risk of spread of infection
 - The cleaning steps outlined below should be taken routinely, based on frequency mentioned to disinfect workplace surfaces, chairs, tables, etc. and protect team member
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- Along with these workplace disinfection activities, proper personal sanitary practices including washing hands after bathroom use are also necessary

About:

The General Disinfection Measures Protocol should be followed regularly whereas the Deep-Cleaning and Disinfection Protocol is triggered when an active team member is identified as positive for COVID-19 by testing.

Coronavirus COVID-19 - Deep Cleaning and Disinfection

COVID-19 “deep-cleaning” is triggered when an active team member is identified as being COVID-19 positive by testing. Each location may opt to have a deep cleaning performed for presumed cases, at the discretion of the COO and Senior Management.

Deep cleaning should be performed as soon after the confirmation of a positive test as practical.

If a delay is proposed or greater than a shift the site is to gain consensus from the COO and Senior Management.

Notwithstanding the above, if an active team member is confirmed to have a COVID-19 positive test, each location may in lieu of performing deep cleaning shut down the location for a period of at least 72 hours to allow for natural deactivation of the virus, followed by personnel performing comprehensive disinfection of all common surfaces.

1. Identify an approved external company that should carry out the deep cleaning activity, this company must have the minimum requirements of:
 - Trained personnel to execute the process of cleaning, disinfection and disposal of hazardous waste
 - Proper equipment and PPE to perform the task
 - All necessary procedures and local authorizations or permits to perform disinfection services and manage any wastes generated.
 - Use of approved COVID-19 disinfectant chemicals to perform this activity (see the disinfectant protocol)
 2. The Company Pandemic Crisis Management Team must coordinate and supervise the cleaning and disinfection process. They must ensure that:
 - There is a specific plan and strategy to clean all locations, vehicles/equipment, common areas, offices and any typical areas where team member interact
 - Only authorized people can access the locations during the cleaning operation
 - All 3rd party team members are using any required PPE and that it is also properly disposed at the end of the process
 - Assure that team member are made aware that the work areas have been disinfected
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Note: For the company's purpose, deep cleaning is defined as a more comprehensive cleaning using advanced technologies and more aggressive cleaning solutions that are administered by an external 3rd party.

3. Personal Protective Equipment (PPE) requirements for the Deep Cleaning team:
 - The use of PPE is to be determined by the cleaning contractor based on the chemicals used to conduct the disinfecting process including proper wearing, storage, cleaning, decontamination and disposal of PPE as biohazard waste.
4. Disposal
 - At the end of the process, the Cleaning company must follow the local regulations to dispose of all the PPE and cleaning material used in the proper manner.

REFERENCE: WWW.EPA.GOV

PERSONAL PROTECTIVE EQUIPMENT (PPE):

- Confirm stock of face masks, gloves, and glasses on-site and on-order with proper lead time.
- All locations should keep a minimum quantity of 30-day supply of PPE.
- Customer/Visitor facing team members, and cleaning crew are required to wear gloves, masks, and glasses.



About: Review and understand the protocol for PPE

Protection of the company's general workforce is afforded via the protective triad of:

1. Personal hygiene
2. Social Distancing
3. Frequent disinfection of common surfaces

The PRT and Team Leads for PPE and Sanitation are responsible for ensuring there are adequate supplies as required per our Pandemic Plan.

MASKS-RESPIRATORS- FACE SHIELDS



Face masks are required PPE for every one per the governor's order effective April 19th. There are times when your mask may be removed. Please follow CDC guidelines for your masks. Any health concerns with wearing a mask must be addressed with Human Resources and an interactive dialog with your physician will be required.

1. Anyone who enters any of our locations must wear a mask that is deemed appropriate by the CDC.
2. Masks may be removed while working in a closed-door office area.
3. While eating lunch (Ensure you are following social distancing protocols)
4. Masks may be removed in your personal vehicle upon commute in and out of work if you are commuting alone.

INSTALLATION TECHNICIANS:

Between personal vehicles and building entry points, a mask must be worn.

Disposable/ reusable cloth masks must be worn in the Delivery Vehicle when working within 3 feet of other team members. I.e. sitting in the same vehicle. Disposable masks are to be disposed of daily and a new mask will be provided daily.

Respirators: Should be worn in the customer's homes. The Installer is responsible to maintain and clean their respiratory. Installers are allowed to wear their own washable mask but if management deems it unfit for daily use, they will be required to wear the supplied respirator.

UPDATED AUGUST 19, 2020

FACE SHIELDS- Plastic face shields have been approved for wear while carrying appliances into residences. Don's Appliances follows local, state and CDC guidelines.

SERVICE TECHNICIANS:

Between personal vehicles and building entry points, a mask must be worn.

Disposable/ reusable cloth masks must be worn in the Service Vehicle when working within 3 feet of other team members. I.e. sitting in the same vehicle. Disposable masks are to be disposed of daily and a new mask will be provided daily. If the Service Technician works alone, they are not required to wear their mask in their vehicle.

Gloves: Are available for technicians to wear in the customer's home. If you decide to wear gloves, they must be disposed of properly after leaving each customer's home. Technicians are not allowed to have gloves on in the van if they were used in a customer's home.

SALES ASSOCIATES

- Sales Associates and Customers are required to wear masks. If a customer is not wearing a mask, they will not be allowed in the building.
- Don's Appliances is upholding a "no handshake" policy and a minimum personal space policy of at least 6 feet.
- If two or more sales associates are working in the same showroom, their desks must be separated and face in opposite directions. They must put on their masks every time they get up and walk around.

OFFICE PERSONNEL

- Office personnel are required to wear masks when moving around the office areas in common areas. If you forgot your mask, contact Matt Hillebrand or a member of the safety committee.
 - Don's Appliances is upholding a "no handshake" policy and a minimum personal space policy of at least 6 feet.
 - If two or team members are working in the same showroom, their desks must be separated and face in opposite directions. They must put on their masks every time they get up and walk around.
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GLOVES



TECHNICIANS

Gloves: Are available for Installers/Service technicians to wear in the customer's home. If you decide to wear gloves, they must be disposed of properly after leaving each customer's home. Installers/service technicians are not allowed to have gloves on in the truck/van if they were used in a customer's home.

Our top priority is always protecting people. Based on CDC findings, the company does not require or recommend that our team members wear gloves except for:

1. Those performing disinfection of common surfaces per the Playbook. However, the company should provide gloves if mandated by local laws.

Note: Gloves put team members at higher risk of exposure and are not recommended for general protective use for the following reasons:

- The COVID-19 virus does not harm your hands, so gloves provide no protection, and touching your face with contaminated hands, whether gloved or not, poses a significant risk of infection.
- Gloves often create a false sense of security for the individuals wearing them; people are more likely to touch contaminated surfaces because they feel they are protected from the virus because of the gloves when in reality, they are not.
- When wearing gloves, people are less inclined to wash their hands; this is counterproductive and puts others at higher risk; we want people to wash their hands because it is the number-one defense against any virus.
- Proper removal of gloves takes training; if contaminated gloves are not removed properly, our team members are exposed to greater risk.

Current Team Member Own Condition

In addition to pre-screening applicants, employers should also conduct daily pre-screening of team members who are going to the work location (see the COVID-19 Questionnaire below). To be sure that employers can prevent and

control the potential exposure to and spread of COVID-19, employers may take a team member's temperature and / or ask the following questions of current team members coming into the work location.

COVID-19 Punch Attestation and Symptom Tracker

Team members are required to answer 4 symptom questions before they are able to clock in for their work shift.

If they answer "yes" to any of the systems, they are directed to return to their vehicle and call their direct supervisor. They may be required to complete a symptom tracker and CDC questionnaire, seek further medical advice or be sent for a COVID-19 test.

Confidentiality of Medical Information

As employers begin to learn about team member's individual medical concerns and conditions, it is important to remember that several laws have very specific confidentiality requirements. FMLA, ADA, and Workers' Compensation statutes all contain provisions that protect the confidentiality of a team member's medical information. Employers have the obligation to ensure that **all medical information obtained about a team member is private and confidential**. Medical information gathered through the FMLA, ADA, disability insurance, workers compensation, or other sick-leave documentation is generally not protected under HIPAA but is confidential.

SOCIAL DISTANCING PROTOCOL



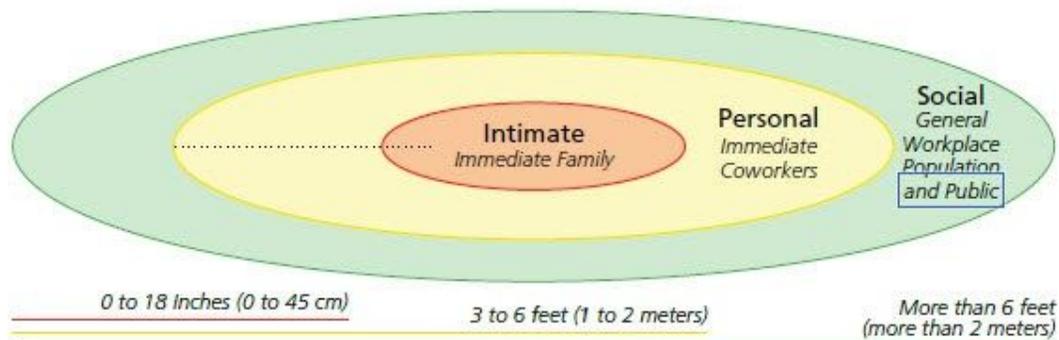
- Review and understand Social Distancing Protocol
- Complete and continue to adhere to the Social Distancing Checklist

Social distancing is a simple yet very effective mechanism to prevent potential infection, that relies on simple distance to avoid infection.

In practice this means:

- Staying 1 to 2 meters (3 to 6 feet) away from others as a normal practice
 - Eliminating contact with others, such as handshakes or embracing coworkers, visitors, or friends
 - Avoiding touching surfaces touched by others, to the extent feasible.
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- Avoiding anyone who appears to be sick, or who is coughing or sneezing.



Note: The company should not allow any meeting of greater than 10 persons to occur until further notice, even when the meeting area is large enough to accommodate appropriate social distancing.

This practice of social distancing includes but is not limited to warehouses, break rooms, hallways, cubicle areas, showrooms, common areas, entrances/exit areas of work locations, parking lots, and offices. These are examples, but the principle of social distancing is universally applicable. The mandatory use of a mask is defined by local authorities to protect everyone from the spread of this virus.

DELIVERY INSTALLATION- SOCIAL DISTANCING PROTOCOL



- Review and understand Social Distancing Protocol
- Complete and continue to adhere to the Social Distancing Checklist

Social distancing is a simple yet very effective mechanism to prevent potential infection, that relies on simple distance to avoid infection.

In practice this means:

- Staying 3 to 6 feet away from others as a normal practice
- Eliminating contact with others, such as handshakes or embracing coworkers, visitors, or friends
- Avoiding touching surfaces touched by others, to the extent feasible.
- Avoiding anyone who appears to be sick, or who is coughing or sneezing.

COMMUNAL TRANSPORTATION (DELIVERY INSTALLATION TRUCKS)

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- It is the Lead driver's responsibility to ensure that the vehicle is cleaned throughout the day and nightly.
 - If two or more people are in a vehicle, masks must be worn at all times while in the vehicle.

BREAKROOMS- SOCIAL DISTANCING PROTOCOL-



- Review and understand Social Distancing Protocol
- Complete and continue to adhere to the Social Distancing Checklist

Manage lunch breaks to provide social spacing and proper hygiene. Stagger start and end times to limit the number of people within the lunch area at a given time.

- Schedule Food trucks that have the necessary municipality credentials and certified by the local Health Department.
- Designate their parking space(s)
- Place a permanent mark on the pavement to ensure proper distance (anywhere where there

is a line)

- Use outside pavilions
- Increase the number of seats
- Place signage on tables to ensure proper social distancing in each seat – sign says yes or no to sit
- Post capacity
- Allow team members to eat at their desks. If they continue to work, the automatic lunch must be removed from their time card.

BATHROOMS SOCIAL- DISTANCING PROTOCOL



- Review and understand Social Distancing Protocol
- Complete and continue to adhere to the Social Distancing Checklist

Increase cleaning intervals to ensure a clean environment at all times and make sure social distancing is maintained.

OFFICE- SOCIAL DISTANCING PROTOCOL



- Review and understand Social Distancing Protocol
- Complete and continue to adhere to the Social Distancing Checklist

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- Office work should be organized to ensure social distancing to keep separation of team members between 3 to 6 feet as a minimum.
 - Avoid face to face desk layouts.
 - Cubicles should have dividers when people are working in 3 feet of one another.
 - Meeting rooms should be organized to hold no more than 10 chairs with the appropriate spacing and 10 team members at a time. Sitting or standing positions should not exceed the minimum distance required.
 - Communicate similar messages and arrange meetings over two or three shifts when possible to help reduce the number of people in the office at any given point in time.
 - Interaction to exchange information or quick meetings on the office floorspace should respect the Social Distancing of 3 to 6 feet.
 - Remote work may be assigned when possible or when mandated by the government to keep the operation efficient and communications flowing.
 - Self-cleaning of the workspace is encouraged multiple times during the shift with special attention to the most used surfaces such as keyboards, monitors, chair armrest, desks, cubicle divider among others.
 - Allow team members to eat at their desks. If they continue to work, the automatic lunch must be removed from their time card.

SHOWROOMS- SOCIAL DISTANCING PROTOCOL



- Review and understand Social Distancing Protocol
- Complete and continue to adhere to the Social Distancing Checklist

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- Showrooms are to remain locked during business hours if the governor puts Pennsylvania on a Red or Yellow Level.
 - Avoid face to face desk layouts.
 - The doors of the building may be locked if too many customers are in the showroom. Each showroom will determine its maximum capacity based on square footage and set up.
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- Only one customer is allowed in the building at any given time. If there are additional customers, they must wait in their vehicle until the customer in the showroom has completed their visit.
 - Sales Associates and Customers are required to wear masks. If a customer is not wearing a mask, they will not be allowed in the building.
 - The showrooms are to be sanitized between customer visits to ensure all surfaces touched have been cleaned.
 - Chairs may be removed from the Sales Associates workstations to maintain social distancing guidelines if necessary.
 - Don's Appliances is upholding a "no handshake" policy and a minimum personal space policy of at least 6 feet.
 - Self-cleaning of the workspace is encouraged multiple times during the shift with special attention to the most used surfaces such as keyboards, monitors, chair armrest, desks, cubicle divider among others.
 - No invoices or paperwork will be handed out. All documents will be sent electronically.



DAILY SELF-SCREENING PROTOCOL

- Daily Self-Screening protocol is distributed to all TEAM MEMBERS for voluntary, home self-screening
 - Managers receive notice if a team member has symptoms related to COVID-19. The HR team is prepared to receive inquiries or reports of symptomatic team members prior to shift.
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The Daily Self-Screening Protocol is in place to try and prevent sick or symptomatic team members from leaving their homes and decrease the likelihood of spreading infection.

- If the team member does not recognize symptoms in their Daily Self-Screening and:
- If the team member is deemed symptomatic upon reporting to work, reference the On-Site Health Screening Protocol.
- If the team member is deemed symptomatic during the team member's shift or after the team member has spent any time in the location (after the On-Site Health Screening), reference the Isolation Protocol.
- Reference the Self-Quarantine and Return to Work Protocol for team members who are confirmed positive for COVID-19 by a medical professional.

Self-Quarantining and Return to Work Protocol



Review and understand protocol and adjust as necessary for local, legal, and cultural environments.

Note: Any adjustments made to the standard playbook protocol (below) should comply with local legal requirements and health authority direction.

Guidance for Self-Quarantining and Return to Work: COVID-19

Clarification of "self-quarantine" requirement: Team members are requested to remain off the property for **up to 14** days if COVID-19 symptoms are present (see the COVID-19 Self-Screening Information), directly exposed to COVID-19 or if a test shows positive results. Team members should avoid leaving the home if possible, but if necessary should practice exceedingly good hygiene and social distancing. Work while at home is expected to continue where possible in the positions that have been approved for telework.

IDENTIFICATION AND ISOLATION

Prompt identification and isolation of potentially infectious individuals is a critical step in protecting all team members in the field, Showrooms, and headquarters locations. Team members who feel sick with any symptoms related to COVID-19- should contact their supervisor immediately for further instruction. The greatest risk for exposure to Covid-19 is from fellow workers. Symptoms of Covid-19 are like the seasonal flu and may include mild to moderate respiratory illness, fever, cough and shortness and breath. Workers who present symptoms, such as fever or difficulty breathing, should call their health care provider. Team members are to self-monitor and report signs and symptoms of COVID-19 immediately.

If you are sick, stay home. If you are sick and are at work, tell your supervisor and follow the protocol to isolate, leave work and contact your healthcare professional for advice.

Don's Appliances has a zero-tolerance policy for reporting to work while sick. Workers must stay home if they:

- Are experiencing symptoms of Covid-19.
- Have known exposure to a person with a confirmed case of Covid-19.
- Suspect they may be infected but don't yet have symptoms (these workers should self-quarantine and seek testing.)
- Team members are encouraged to take their temperature at home prior to coming to work

Supervisors are to move potentially infectious people to a location away from workers, customers, and other visitors. Although most worksites do not have specific isolation rooms, designated areas with closable doors or a team member's office may serve as isolation rooms until potentially sick people can be removed from the worksite. A team member's personal vehicle is acceptable.

Should a team member, customer, partner, subcontractor, vendor or site worker give notice of exposure or positive clinical testing of Covid-19 or influenza activity, the steps in the table below shall be followed:

EXPOSURE AND WHEN TO QUARANTINE

People who have been in close contact with someone who has COVID-19—excluding people who have had COVID-19 within the past 3 months.

People who have tested positive for COVID-19 do not need to quarantine or get tested again for up to 3 months as long as they do not develop symptoms again. People who develop symptoms again within 3 months of their first bout of COVID-19 may need to be tested again if there is no other cause identified for their symptoms.

What counts as close contact? **TAKE NOT OF CURRENT CDC RULINGS

- You were within 6 feet of someone who has COVID-19 for a total of 15 minutes or more
- You provided care at home to someone who is sick with COVID-19
- You had direct physical contact with the person (hugged or kissed them)
- You shared eating or drinking utensils
- They sneezed, coughed, or somehow got respiratory droplets on you

Additional Personal Guidance for quarantine and isolation

- Stay away from other people in your home as much as possible, staying in a separate room, and using a separate bathroom if available.
 - No visitors unless the person needs to be in your home.
 - If you need medical attention, call ahead to ensure you're going to the right place and taking the necessary precautions.
 - Wear a face mask if you must be around other people, such as during a drive to the doctor's office.
 - When you cough/sneeze: cover your mouth and nose with a tissue; immediately throw tissues in the garbage; wash your hands with soap and water for at least 20 seconds; if that's not available, clean with hand sanitizer that has at least 60% alcohol.
 - Avoid sharing household items, including drinking cups, eating utensils, towels, or even bedding. Wash these items thoroughly after using them.
 - Clean high-touch surfaces daily using a household cleaner or wipe. These include: "counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables," the CDC says.
 - Clean surfaces that may be contaminated with blood, stool, or bodily fluids.
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- Shared spaces in the home should have good airflow—use an air conditioner or open windows.
 - Continue monitoring for any symptoms. If they worsen, such as you if you begin to have difficulty breathing, call your healthcare provider.
 - Arrange to have groceries and toiletries delivered by local or state health departments. Also, make sure to inform health care providers of any medications you'll need, so they can arrange drop-offs of prescriptions as well. In terms of getting laundry done for those without machines at home, ask health care providers about that as well.

Returning to Work After Home Isolation/ Quarantine

Please contact your local Human Resources team prior to returning to work to advise you have met the medical professional or CDC guideline for safe return to work practices. Human Resources may require appropriate documentation prior to return to company premises. If a team member does not have healthcare, Don's Appliances may, if required, pay for a COVID-19 test. More information about the testing will follow.

All returning team members will be required to complete the [COVID-19 Self Certification to Return to Work](#)

Health and Wellness

CDC Recommendations

[COVID-19 POWERPOINT](#)

SIGNAGE

FOR DISPLAY

[Editable Signage](#)

[Updated Fast Fact Signage](#)

Safety Plan Visiting Contractor Sites

Don's Appliances Responsibilities

Don's Appliances observes a zero-tolerance policy for coming to work while feeling unwell. And exhibiting any of the following symptoms: onset of fever, cough (usually dry), headache, muscle and joint pain, sore throat, runny nose, shortness of breath or any other flu-like symptom. Those experiencing these symptoms are not permitted to return to the office or job site until they have no symptoms for 72 hours or are able to secure a release from a healthcare provider stating they can return to work without posing a risk to others.

Team Member Responsibilities

Hygiene

- Handwashing stations to be made available to make it easy for workers to wash their hands.
- If clean water and soap are not available, hand sanitizer stations will be provided.
- Single use paper towels and plastic disposal bags to be made available.
- Team members are allowed to go on break to wash their hands.
- Team members are mandated to wash their hands after using the bathroom and before and after eating.
- Faucets should be wiped down after each use when possible. Team members can also use a clean paper towel to turn off the faucet and dispose of it in a waste container.

Housekeeping

- Maintain regular housekeeping practices, including routine cleaning and disinfecting of high-touch surfaces, equipment, and other elements of the work environment.
- When choosing cleaning chemicals, consult information on Environmental Protection Agency (EPA)-approved disinfectant labels with claims against emerging viral pathogens.

Social Distancing

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- Instruct team members to maintain a distance of at least six feet apart as much as possible on the jobsite, whether indoors or outdoors.
 - If a task requires two or more team members to work closer than 6 feet, proper PPE, safe work practices and disinfecting of hands (if not wearing gloves) and surfaces shall be used.
 - Morning stretching and Toolbox Talk safety meetings to continue at a crew level while maintaining social distancing of six feet or more.
 - Do not hold meetings of more than 10 people.
 - Hold in-person meetings only when no other option, maintain social distancing and hold outside.
 - Eliminate community provided food and lunch areas (such as lunch buffets, donuts, candy dishes, etc.)
 - Team members to store lunch, drinks and personal items separately. team members should bring their own bottled water to eliminate the need for disposable cups and waste.
 - Eliminate community coffee pots, water dispensers and microwaves from break and other common areas.
 - Reconfigure break spaces to allow "social distancing" of six feet. Signage to be posted to note the maximum of team members allowed at one time.

Tools and Equipment

- At the beginning of each shift tools and equipment shall be assigned to individual team members for the work planned. Tools shall not be shared unless they are cleaned and disinfected between each user.
 - Do not share other workers' phones and PPE.
 - All tool handles and triggers are to be cleaned and disinfected at the start and end of each shift, when returning to work after lunch, after using a tool that was previously assigned to another team member.
 - One team member shall be assigned to drive heavy equipment and lulls. Steering wheels, gear shifts, door handles etc. shall be disinfected at the beginning and end of each shift.
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Citing Sources and Thank You!

During the beginning of the pandemic, Human Resource Professionals were very limited on the resources they needed to create policies, procedures and safety. We pulled resources from everywhere and we are eternally grateful for those companies willing to share their resources with us. Some of the websites we pulled information from are listed below.

SHRM.ORG

XPERTHR.COM

OSHA.GOV

CDC.GOV/CORONAVIRUS

Hubinternational.com

Cozenoconner.com

<https://www.lear.com/Site/Company/Safe-Work-Playbook.aspx>
